

FREQUENTLY ASKED QUESTIONS

1. Do I have to turn in my parking permit?

Yes. Employees may not receive a federally subsidized parking pass and mass transit benefits.

2. What is a WMATA SmarTrip® Card?

A SmarTrip® card is a permanent, rechargeable fare-card. It is embedded with a special computer chip that tracks the value on the card.

3. Do I have to buy my own SmarTrip® card?

Yes. SmarTrip® cards are personal property and can hold your personal funds. Transit benefit funds and personal funds are separated on your card.

4. Do I have to buy a SmarTrip® card if my commute is not SmarTrip® enabled (Vanpool, VRE, MARC, Regional Buses, etc...)?

Yes. The SmarTrip® card acts like an account to pay 3rd party transportation companies. Instructions are available at:

<http://www.whs.mil/mass-transportation-benefit-program/allocate-your-mtbp-benefits>

5. I will be out of the office during a claim period. Can I submit an early claim?

Yes. You can submit a claim up to two months in advance if you know you will be away from a DoD CAC enabled computer during an upcoming claim period.

6. I lost the SmarTrip® card holding my benefits; can the benefit be reassigned?

Yes. For detailed instructions, please visit: www.whs.mil/MTBP/SmartBenefitsCardReassignment.cfm

More FAQ's Available at:

<http://www.whs.mil/mass-transportation-benefit-program>

Important Notes:

Applications and claims are not the same. An approved application enrolls you and makes you eligible to submit claims, but is not a claim in and of itself. There is an annual recertification requirement.

IMPORTANT LINKS

Mass Transportation Benefit Program Website

<http://www.whs.mil/MTBP>

Application Link

<https://mtbp.whs.mil>

Claim Link

<https://mtbp.whs.mil/Claim>

Instructions for using benefits with Vanpools, MARC, VRE, MTA, Commuter Buses, etc.

<http://www.whs.mil/mass-transportation-benefit-program/allocate-your-mtbp-benefits>

Washington Metropolitan Area Transit Authority

<https://www.wmata.com>

Commuter Direct / Commuter Stores

<https://www.commuterdirect.com>

MTA Commuter Bus

<https://mta.maryland.gov/commuter-bus>

MARC Train

<https://mta.maryland.gov/marc-train>

Virginia Railway Express - VRE

<https://www.vre.org>

DoD Shuttle Bus Program

www.whs.mil/Transportation/

CONTACT INFO

Email: WHSNCRTransitBenefit@mail.mil

Phone: 571-256-0962



MASS TRANSPORTATION BENEFIT PROGRAM

DEPARTMENT OF DEFENSE (DoD)
NATIONAL CAPITAL REGION (NCR)

WELCOME

The Department of Defense (DoD) provides mass transportation benefits, to the extent authorized by law and regulation, to offset commuting costs and to reduce pollution and traffic congestion, preserve the environment, and expand transportation alternatives. Washington Headquarters Services (WHS) administers the National Capital Region (NCR) Mass Transportation Benefit Program (MTBP) program for DoD.

STEP 1 – DETERMINE ELIGIBILITY

In order to be eligible for the DoD NCR MTBP an applicant must meet the following criteria:

1. Employed by the Department of Defense. Civilian, Military, or Non Appropriated Funds (NAF)
2. Stationed and working in the National Capital Region (NCR)

The NCR is defined as the District of Columbia; Montgomery, Prince George's, and Frederick Counties in Maryland; Arlington, Fairfax, Loudoun, and Prince William Counties in Virginia.

This includes:

- ★ Paid interns and summer hires in the NCR who meet the above criteria
- ★ Members of Reserve Components who are performing active duty in the NCR for more than 30 days

Who is NOT Eligible?

- ★ Contractors
- ★ Personnel with a federally subsidized parking permit
- ★ Personnel that are on Temporary Duty (TDY) or on detail to the NCR from an area outside of the NCR
- ★ Inactive reserve personnel
- ★ Unpaid interns
- ★ Intergovernmental Personnel Act (IPA) employees (unless appointed to DoD)
- ★ Foreign Exchange employees
- ★ DoD Employees working outside the NCR (i.e. Fort Meade). Employees working outside the NCR must apply through their Component's MTBP

**If you are eligible, but do not have a Common Access Card (CAC) or access to a CAC enabled DoD computer, please call 571-256-0962 or email TransitPass@whs.mil for special instructions.*

STEP 2 – APPLY FOR BENEFITS

From a CAC enabled DoD computer, apply online at <https://mtbp.whs.mil>

1. Click "Begin Application"
2. Follow the on screen instructions
3. A registered personal SmarTrip® card is required

Application and Benefit Delivery Timeframes

Applications must be confirmed by your supervisor and approved by your DoD organization's MTBP Reviewing Official. Application processing may take up to 30 days. The date the application completes approval and enrollment will affect when a claim can be submitted. Benefit delivery requires a claim.

STEP 3 – SUBMIT A MONTHLY CLAIM

After your application has completed, you will be able to submit claims. A claim is not an application. To verify your continued eligibility and to prevent fraud, waste or abuse, a monthly electronic claim submission is required. The claim period is the 1st-15th of the current month for the following month's benefit delivery. A reminder email will be sent every day during the claim period. Claim reminders stop after a claim is successfully submitted.

Example:

Claim Period	➔	Benefit Period
May 1-15	➔	June
June 1-15	➔	July
July 1-15	➔	August

Claims are submitted via a CAC-enabled portal at: <https://mtbp.whs.mil/Claim>

Participants must submit monthly claims in order to receive benefits for the following month. Failure to submit a monthly claim will result in skipping a month of benefits. Cut off dates are determined by WMATA's (Metro) required deadlines. Exceptions cannot be made to the claim deadline.

Application approved between 1st-15th

If your application is approved and completes processing between the 1-15 of January, you will be able to submit your claim for February before or on January 15th. Claims are not accepted after the 15th.

Your first benefit delivery will be on the first of February.

Application approved between 16th - last day

If your application is approved and processed between the 16th - last day of January, your earliest claim can be submitted by February 15 for March benefits. Claims are not accepted after the 15th.

STEP 4 – USING BENEFITS

Riders of MetroRail or buses equipped with a SmarTrip® card target/reader

On the first workday of the benefit period, benefits will autoloading directly to your SmarTrip® card the first time you tap your card to a MetroRail faregate (entry turnstile) or bus SmarTrip® Card target.

SmarTrip® cards must have a recent history of use and a positive personal balance in order to autoloading available benefits. New cards or cards without recent history of use can take 3-5 days for benefits to load onto the card.

Riders of transit companies that are not equipped with a SmarTrip® card reader:

- ★ Vanpools
- ★ VRE
- ★ MARC
- ★ National Coach Works/ MARTZ
- ★ Metro Access
- ★ MTA Buses, Dillon's / Keller / EYRE Bus
- ★ AMTRAK
- ★ All other transit companies that are not equipped with a SmarTrip® card reader

These companies accept SmartBenefits®, but do not have SmarTrip® card readers installed for direct use. You will need to establish an allocation account with Metro to move your benefits from your SmarTrip® card to your vendor. The allocation only needs to be set up once; benefits will move to your designated provider each month thereafter.

Specific instructions for each transit authority can be found at:

<http://www.whs.mil/mass-transportation-benefit-program/allocate-your-mtbp-benefits>